

Participant eWIC Frequently Asked Questions

1. *How do I activate my card?*

Answer: Before you start using your card, you must select a PIN number. You may do this by calling (844) 583-3237 or going online to the portal at www.mybnft.com. The clinic staff cannot do this for you, your PIN is personal and confidential. You may change it at any time.

2. *How many eWIC cards can a family have?*

Answer: 1 per "household". However, if you are shopping for multiple "households" (for example you are a foster parent with multiple children on WIC) you may be shopping with multiple cards.

3. *What if my card is lost or stolen?*

Answer: May cancel card and reorder by calling 844-583-3237, go online www.mybnft.com to manage your account, or you may call your local clinic to request a new card (pick up or certified mail).

4. *How will I know what I can purchase?*

Answer: Multiple ways. When you are issued your card and food package in the clinic, they will give you an approved food list and a print out of your food package (including amounts for the family). You may also refer to your most recent store receipt, view your balance online at www.mybnft.com, or (when ready) access your benefits on the WIC Shopper App.

5. *Can I give my card to a friend to shop for me?*

Answer: Yes! The person who is issued the card, and identified as the primary authorized representative, is in charge of the card. You may ask someone else to shop for you by simply giving them the card, the pin and instructions on how to use it and what to buy. Be aware that you are responsible for their actions when you provide this information.

6. *Will the store be checking signatures or ID?*

Answer: No. If the person shopping has the card and PIN, the store should not check if the person is authorized to use it by any other means.

7. *Where can I shop?*

Answer: Your WIC clinic has a list of eligible stores available; you may also look up a store on our website (wic.mt.gov) or on your WIC Shopper App. If you are issued eWIC in the "PILOT" region (Helena, Butte, Townsend, Boulder, Whitehall, White Sulphur Springs, Anaconda, and Deer Lodge), you will only be able to use your eWIC card locally. As of September 14th all WIC retailers will be ready to process your eWIC card.

8. *Do I still need to go to the clinic to get benefits?*

Answer: It depends. There are some activities that will still need to be done in the clinic, such as completing certification (eligibility) appointment, and checking height, weight and bloodwork, and education at certain appointments. However, if you have done all of these things on

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schedule, benefits may be loaded by clinic staff. This is especially convenient if you need to change an item that you previously chose, such as a certain baby formula or a cheese substitution.

9. *If I notice a food item that I think should be authorized, but is not, how do I send that information to WIC?*

Answer: There are a couple of options. If you have the WIC Shopper App on your smartphone, you can submit the product code ("UPC"), product information, and pictures (front and back labels) to the WIC State Office right there in the store. You may also go to our website at www.wic.mt.gov and submit your pictures and the product information via a fillable form that can be submitted electronically. We will review and either approve or deny within 3-5 business days. If you would like to follow up on the status, you may do so by calling 800-433-4298 or emailing wicupc@mt.gov.

10. *What materials will I get with my eWIC card?*

Answer: Several items are available

- The cardholder, which will include important information on how to manage your PIN, use and store the card, and who to call for help if lost, stolen, or other assistance is needed. You can also store your shopping receipts and log your appointments here.
- An authorized food list (paper or booklet)
- Information on the WIC Shopper App for food list and balance inquiries
- Information on how to access the online portal and toll free number for balance and other assistance

11. *When can I buy the foods on the NEW FOOD LIST?*

Answer: New options will be available starting September 14th. Some new options can be purchased with checks if you have not yet been issued a card, and some items are only available on eWIC. The food list you receive with September benefits will explain what is allowed.

12. *With checks the WIC items had to be separated out and run as a separate transaction, how will eWIC work?*

Answer: Generally speaking, the participant may run all of their products through at the same time. Most stores can handle multiple tenders (eWIC, SNAP, credit, cash, etc.). In this case you will need to RUN eWIC card first, before any other payments, to ensure that the WIC products are charged to WIC. However, to be sure, the participant should let the cashier know they will be using eWIC at the beginning of the transaction. If the store requires that you separate out your WIC products (if they have a "stand beside") then the cashier will help to organize the transaction.

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Like with checks, the participant will have an opportunity to review the transaction and approve it at the terminal. Also, you are entitled to any deals the store is offering, like a discount or “2 for 1”.